

E.01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011 - 101346

Date: 12/15/2011

Complaint Description:      08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Unknown

Unknown

Account Name:

Unknown Unknown

Home: (000) 000-0000

Street:

na

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: 85005

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No E-01345A-11-0224

To the Arizona Corporation Commission:

Let's take a look:

Donald Brandt chairman, president, CEO  
Pinnacle West Corp.  
400 N. Fifth St. 602-250-1000  
Phoenix 85004 www.pinnaclewest.com  
\$900,000 salary  
12/31/2013

Arizona Corporation Commission

DOCKETED

DEC 22 2011

DOCKETED BY

AZ CORP COMMISSION  
DOCKET CONTROL

2011 DEC 22 P 3:34

RECEIVED

With stock options etc. total take:  
\$5,656,095

Pinnacle West net profit 2010: \$350.1 M, up  
\$268 M from \$82 M in 2009

DO THEY REALLY NEED ANOTHER "PERMANENT BASE RATE INCREASE"???

Are you not supposed to protect the working class from big corps like A.P.S., keep them from raping us? Is it because A.P.S. has to show their shareholders a profit so they screw US?

What do you people DO in the A.C.C.,? Not you job, I can see that. You give A.P.S. anything they ask for. Do you people even get a power bill from them, or maybe you get kickbacks? What reason can you have for letting them get away with this? Me and a lot of working stiffs want to know.

I want to point out that I live in a small, old two bedroom non insulated mobile home. We had a power surge this

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July THAT WAS A.P.S.'s FAULT. I FRIED MY A/C COMPRESSOR AND COST ME \$1,200 TO REPLACE APS told me it was NOT THEIR CONCERN ... I don't use my hot water heater because it costs me \$70 A MONTH to use it, so WHY am I having to pay money into a solar water heater rebate program for RICH people when I could never hope to afford one????? That has to be illegal! How come there's no A.P.S. program for the WORKING POOR people to get their homes insulated for FREE so they can have lower bills like the wealthy???? My electricity cost me the same amount for my 700 sq. ft home as it did for a rich person I et who had a \*\*\*\*2600\*\*\*\*sq. ft. home! WHY DOES THE CORPORATION COMMISSION ALLOW ELECTRICITY TO COST SO MUCH MORE FOR WORKING POOR PEOPLE??? Arizona's working poor get no healthcare, no food stamps, no rent control and no break on utility bills, but WELFARE CASES do! WE ACTUALLY PAY TAXES AND FEES TO SUPPORT THEM! A.P.S.'s bill assistance income guidelines are BS, excluding those who deserve it most. Income guidelines for bill discounts desperately need to be bumped up for the working poor!

I scraped together over \$1,000 for window sunscreens, reflective paint for the roof, and an upgrade on my A/C unit to try and keep my A.P.S bills down. The BS is that I'm STILL GOING TO HAVE A BIG BILL because of the BOGUS FEES. I would like you to tell me why the fees on my A.P.S. bill are always more than the power and had to pay another \$100 IN FEES and \$20 IN TAXES. Those should be A.P.S.'s costs of doing buisness (their overhead).

Do the math, it's not right. Why do ALL the fees go up when I use more power? Shouldn't the billing fee stay the same ALL THE TIME? Making out my bill doesn't cost them more money because I used more power!!!! Delivery fees...what, do they have someone standing in front of a dial watching, so that if I use more they turn it up a little? Do they have a truck that drops it off at my house (the delivery charge)? I'm using their precious wires???? THAT'S OVERHEAD, and all businesses have to PAY THEIR WON OVERHEAD. These are BOGUS FEES and there's lots more.

Hey, how about that power supply adjustment fee that was supposed to have stopped in July of 2008 but kept on being put on our bills till 2010, huh? Just now they're giving us credit and the way they're doing it is still BS...that minus-crap means crap, they're still charging an making it look like they're taking it off. How many names do you need to start a class action suit?

NOW back in July I got a letter in the mail with my A.P.S. bill saying that A.P.S. is going to ask for ANOTHER PERMANENT BASE RATE INCREASE DOC#E-01345A-11-0224... What the hell, didn't you just give them one a few years ago? WHEN ARE YOU PEOPLE GOING TO START SAYING NO TO A.P.S.???? AND GIVE THE WORKING POOR A CHANCE TO SAVE SOME MONEY FOR THEMSELVES FOR THE FUTURE AND STOP HAVING TO GIVE IT TO A.P.S.???? PLUS, I think now that APS has finished putting in all the NEW "SMART" METERS, they want US to PAY for THEM, HENCE THE BASE RATE INCREASE.

I have to begrudge myself cable tv, because I can't afford it: I have to shop at the 99 cent store and buy what's on sale marked down at the market. I can't travel anywhere or have any kind of vacation. All JUST TO MAKE SURE I HAVE THE BILL MONEY FOR A.P.S. OR THEY WILL SHUT IT OFF AND THEN CHARGE ME BLOOD TO TURN IT BACK ON. A.P.S. IS THE HIGHEST BILL II HAVE, AND NOW THEY WANT MORE. And of course you'll give it to them LIKE ALWAYS, AND THAT SUCKS.

We need some NON-GREEDY folks who aren't IN BED WITH PINNACLE WEST" to take over YOUR JOBS, SINCE YOU CAN'T DO WHAT'S RIGHT BY THE PEOPLE WHO VOTED FOR YOU IN THE FIRT PLACE.

Worst of all, BECAUSE YOU WON'T DE-REGULATE ELECTRICITY IN ARIZONA, we have no choice but to PUT UP WITH THE RAPING and A.P.S. KNOWS IT.

HOW LONG BEFORE WE SAY ENOUGH?? LET'S START WITH THIS LETTER!

Arizona is now RATED NUMBER 6 IN THE COUNTRY for having the HIGHEST POVERTY LEVELS! HMMMM, WONDER WHY?? COULD IT BE THAT A.P.S. IS SUCKING THE BLOOD OUT OF US, AND HELPING PUT

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PEOPLE OUT INTO THE STREETS BECAUSE THEY CAN'T PAY THEIR POWER BILLS? LET'S SEE..  
FOOD, OR MY A.P.S BILLS? A.P.S. to me stands for "A" ll the "P" people's "S" aving!!!

SOON AS I'M ABLE, ME AND MY FAMILY ARE MOVING OUT OF AZ BACK TO N.Y.C. AFTER BEING HERE  
SINCE 1994. It was cheaper to live here back then, but is SUCKS NOW THANKS TO A.P.S.!!!

The Occupy Wall Street protest if coming to Arizona: maybe greedy utility company interests will be next.  
THINK ABOUT IT!

Name and address withheld for fear of an even higher power bill.

AND since most people have the money to pay their bill taken out of there checking account automatically every  
month they don't see the paper with the increase that aps wants or the bill it self, aps needs to mail that out BY  
ITSELF. and make the meeting of the hearing at a time that people can BE THERE not at some time that there  
working! Working to pay there aps bill.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

12/15

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 12/15/2011

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